

# MISSISSIPPI STATE BOARD OF DENTAL EXAMINERS FIVE-YEAR STRATEGIC PLAN FOR FISCAL YEARS 2024-2028

## 1. MISSION STATEMENT

The Mississippi State Board of Dental Examiners (hereinafter "MSBDE" or "the Board") is a 100% special fund agency charged with the responsibilities of examining, licensing, registering, and regulating the practices of dentistry and dental hygiene to ensure competency and ethics among all dental professionals in the State of Mississippi, for the ultimate goal of enhancing the health and welfare of the citizens of this State. The MSBDE consists of one program, Licensure, and it conducts annual clinical examinations and registrations/license renewals of dentists, dental hygienists, and dental assistants who perform radiology procedures; investigates and, when appropriate, prosecutes violators of the *Mississippi Dental Practice Act (Miss. Code Ann. §§ 73-9-1 through 73-9-117)*; maintains records on dentists, dental hygienists, and radiology permit holders; disseminates information as requested; promulgates policies, procedures, and regulations to effectuate its legislatively and federally-mandated responsibilities; etc.

## 2. PHILOSOPHY

The Mississippi State Board of Dental Examiners' philosophy is to safeguard and enhance the health and welfare of the citizens of this State by fulfilling its responsibilities of examining, licensing, registering, and regulating the practices of dentistry and dental hygiene to ensure competency and ethics among all dental professionals in the State.

## 3. RELEVANT TO STATEWIDE GOALS AND BENCHMARKS

- Statewide Goal No. 1 – To protect Mississippians from risks to public health and provide them with the health-related information and access to the quality healthcare necessary to increase the length and quality of their lives.
  - Relevant Benchmarks for Goal No. 1
    - Access to Care – Percentage of population lacking access to dental care.
- Statewide Goal No. 2 – To create an efficient government and an informed and engaged citizenry that helps address social problems through the payment of taxes, the election of capable leaders at all levels of government, and participation in charitable organizations through contributions and volunteerism.
  - Relevant Benchmarks for Goal No. 2
    - Cost of Government - Number of government employees per 10,000 population.

- Government Efficiency – Administrative efficiency: Expenditures on State government administration activities as a percentage of total operational expenditures.
- Government Efficiency – Average wait time for State government services.
- Government Efficiency – Regulatory efficiency: average length of time to resolution of documented complaints to professional licensing agencies.
- Government Efficiency – Number and average cost of regulatory actions taken by regulatory body and type of action.
- Government Efficiency – State dollars saved by providing government services on-line (e.g., document retrieval, issuance of new permits, and license renewal).

#### **4. OVERVIEW OF THE AGENCY FIVE-YEAR STRATEGIC PLAN**

The MSBDE determined a critical need to augment the current staff with one (1) Internal Attorney/ Senior Attorney position to work alongside and in conjunction with Investigations as well as the Executive Director in Case Management. This was based on the complexity of the cases now being handled, the workload of the current staff, and the need for timely completion and expeditious handling of the Board's day-to-day operations, complaints, disciplinary actions, and site visits. As part of its vision to retain long-term, quality, and trained personnel to more effectively handle complaints and disciplinary actions, the MSBDE has successfully reclassified a vacant investigative position to In-House Counsel and filled this PIN. This new attorney position will effectively decrease expenses of 3rd Party, outside counsel currently met with services budget funds. This not only helps serve the citizens of Mississippi but also provides in-house upward mobility for those investigations and legal requirements who have evinced dedication, diligence, and a desire to continue their careers with the MSBDE.

Through a newly contracted SAAS system produced by an experienced software company, the MSBDE has successfully enhanced, automated, and upgraded its MS-SQL database of dentists, dental hygienists, and radiology permit holders. This successful project was executed in early 2022 and has allowed the amount and makeup of information to be enhanced and better organized for more timely retrieval and dissemination of that information, as well as to provide an interface with information provided as a result of on-line license/permit renewal and applications processed through the State's E-Commerce portal. Further, this new system has allowed MSBDE to enhance its blast e-mail feature utilized for licensee electronic communications and renewal, on-line applications and forms, electronic transmissions of annual ballots, and continuing education compliance audits, etc.

The MSBDE plans to further upgrade its network, computer system, and software, as necessary, to ensure continued capabilities to meet the increased demands of information processing, retrieval, and distribution, as well as participation in the SPAHRS, MAGIC, etc., projects undertaken by MMRS.

Furthermore, the MSBDE has upgraded its web site through the NIC, MS contract (<http://www.dentalboard.ms.gov>). The MSBDE plans to enhance its statistical page to provide information as to charitable, prison, and FQHC work, as well as providers of Medicaid, MississippiCAN, CHIP, etc. Additionally, the MSBDE will continue implementing its optical imaging system for its licensure, disciplinary, accounting, and miscellaneous correspondence files to effect a more secure and reliable system of information maintenance and retrieval and also to ensure the ongoing warehousing of critically important and historical files in the event of a catastrophe which would have the potential of completely destroying the MSBDE's files beyond the ability for the MSBDE to retrieve these vital documents.

The MSBDE's newsletter will be discontinued with the execution of the new SAAS system and webpage. The new webpage will have the capabilities to quickly and efficiently make the public aware of issues and causes of concern that could affect the dental patients of Mississippi. It is envisioned that as a result of investigations and public awareness of the MSBDE's activities and the role it performs in protecting the interests of the citizens of the State, the MSBDE will see an increase in its electronic communications.

The MSBDE will continue all efforts toward protecting the public by further adopting/amending regulations such as its finalized Regulation 30, Administration of Anesthesia which became effective and codified in May of 2021. Additionally, it was determined by the new administrator that Regulations 7, 37, 41, and 49 require continual and residual amendments to legally codify and correctly file with an ever-evolving regulatory landscape. On 4/5/2020, the board amended Regulation 62 to better define the requirements of Mobile Dentistry and its facilities. Also, on 11/14/2019, as earlier mentioned, codified in May of 2021, Regulation 30 was created to replace Regulation 29 that creates a more precise and regulatory-bound sedation regulation Final adoption is pending as of this report. Finally, the MSBDE plans to continue to ensure implementation of the Professionals Health Network (PHN) assessments and the timely transfer of these funds to the PHN so that Mississippi licensed dentists and dental hygienists may avail themselves of a sound recovery program which will facilitate their return to the ethical and productive practice of dentistry.

## **5. EXTERNAL/INTERNAL ASSESSMENT**

- Changes in Drug Enforcement Agency (DEA) policies and procedures.
- Changes resulting from health care reform legislation.
- Changes in Occupational Safety and Health Administration (OSHA) policies and procedures.
- Changes in the Clinical Laboratory Improvements Act (CLIA).
- Increase/decrease in number of licensed dentists, dental hygienists, and radiology permittees in the State of Mississippi.

- Increase/decrease in the number of dentists and dental hygienists requesting licensure through credentialing in the State of Mississippi.
- Increase/decrease in the number of applicants administered dental and dental hygiene examinations.
- Increase/decrease in the number of license/permit registrations/renewals.
- Allowing licensed Mississippi dental hygienists to administer local anesthesia under the direct supervision of licensed Mississippi dentists, which will increase the numbers of permits issued and renewed by the MSBDE.
- Increase/decrease in the number of radiology permit requests and permits issued.
- Increase/decrease in the number of complaints received, investigations initiated, and disciplinary actions issued by the MSBDE.
- Increase/decrease in the number of inquiries for clarification and/or verification and the number of requests for information.
- Increase in the program size and dental graduates for Mississippi's accredited dental school, the University of Mississippi Medical Center School of Dentistry.
- Increase in the program size and dental hygiene graduates for all Mississippi accredited dental hygiene programs (e.g., University of Mississippi School of Health-Related Professions, Department of Dental Hygiene; Northeast Mississippi Community College; Pearl River Community College; Meridian Community College; and Mississippi Delta Community College).
- Increase in the program size and dental assisting graduates for all Mississippi accredited dental assisting programs (e.g., Hinds Community College, Meridian Community College; and Pearl River Community College).
- Increase in the program size for any one of the current sixteen (16) approved radiology seminar providers/locations, which are: Accelerated Dental Assisting Academy at its Biloxi, MS, Gulfport, MS, and Madison, MS locations, Antonelli College at both its Hattiesburg, MS and Jackson, MS locations, Concorde Career College in Southaven, MS, Delta Technical College at both its Horn Lake, MS and Ridgeland, MS locations, Hinds Community College, Louisiana State University, Meridian Community College, Mississippi Gulf Coast Community College, Northeast Mississippi Community College, Pearl River Community College, R & B Dental Assisting School, and Taylor Dental Assisting School.
- Establishment of new dental or dental hygiene programs in Mississippi which are accredited by the American Dental Association.
- Establishment of new dental assisting programs in Mississippi which are accredited by the American Dental Association.
- Approval by the Board of new radiology seminar providers and locations for those applicants needing to obtain radiology permits.
- Legislation affecting the Mississippi State Board of Dental Examiners (e.g., changes to the *Mississippi Dental Practice Act* and any denturism, tooth whitening, or alleged access to care initiatives, etc.).
- Legislation concerning mid-level providers or expanded function dental hygienists and dental assistants.
- Legislation affecting the University of Mississippi School of Dentistry, other dental hygiene and dental assisting teaching institutions throughout the State,

and other state regulatory and licensing agencies/boards.

- Legislation affecting the National Practitioner Data Bank (NPDB) which may necessitate additional reporting responsibilities by the MSBDE and other Mississippi regulatory agencies, as well as national counterparts.
- Legislation affecting the Healthcare Integrity and Protection Data Bank (HIPDB) which may necessitate additional reporting responsibilities by the MSBDE and other Mississippi regulatory agencies, as well as national counterparts.
- Any future efforts to require additional compliance by the MSBDE with radiation and safety laws passed by the Mississippi Legislature.
- Technological advancements in computer hardware, software, information retrieval and management, etc.
- Increase in required State and federal government paperwork and reporting requirements, thus impacting materially on internal administrative procedures, effectiveness, and performance.

## **6. AGENCY'S GOALS, OBJECTIVES, STRATEGIES AND MEASURES BY PROGRAM FOR FY 2024-2028:**

**GOAL A:** Enhance access to dental health care for more Mississippians.

**OBJECTIVE A. 1.** License a greater number of dentists and dental hygienists in Mississippi, and maintain renewals for currently licensed dentists and dental hygienists.

**A.1.1. STRATEGY:** Make licensing/registration/renewal process easier and timelier for professionals, and more cost-effective for agency, with enhanced on-line access.

*Output:* Number of annual registrations/renewals.

*Efficiency:* Average cost per registration/renewal/license.

*Outcome:* Increase various licenses/permits, renewals, registrations, etc.

**A.1.2. STRATEGY:** Provide information to practicing dental professionals to enhance their knowledge of their professional requirements.

*Output:* Blast emails and/or Board reports and updates distributed to licensees and the public at large.

*Output:* Number of complaints received and disciplinary actions taken.

*Outcome:* Increase information available for and disseminated to candidates, licenses, the public-at-large, other in-state and out-of-state regulatory boards, etc. (%).

**GOAL B:** Operate this legislatively mandated agency in an efficient manner to serve the citizenry of the state of Mississippi.

**OBJECTIVE B:** Continue implementation of operational and technical

improvements to more efficiently conduct the mandated activities of the agency.

*Output:* Change in number and average cost of regulatory/disciplinary actions.

**B.1.1. STRATEGY:** Receive complaints and perform investigations of regulated dental professionals to protect the public.

*Output:* Change in number of regulatory/disciplinary actions.

*Efficiency:* Average cost per registration/renewal/license.

**B.1.2. STRATEGY:** Enhance on-line licensing system including registration, and other statutory and regulatory requirements.

*Efficiency:* Average cost for licensing.

*Outcome:* Increase licensure verifications, certifications of licensure, disciplinary actions, complaints, information disseminated from the database and website

*Outcome:* Increase information available for and disseminated to candidates, licensees, the public-at-large, other in-stat and out-of-state regulatory boards, etc.